

Customer Service



Presented by **Shelley Akiona**
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Shelley Akiona is currently a Tenured Professor of Business Administration at Modesto Junior College. She holds a Master of Science Degree from Drexel University in Human Resource Development and focuses on the training and development of people. Her passion is to assist individuals and organizations to create sustainable habits and programs that foster and stimulate healthy motivation, innovation, and productivity.

Shelley has 30+ years of industry experience in civil litigation, human resource management, public agency, non-profit, and small business management. For over 20 years, she has mentored and coached individuals in career improvement and personal development. Shelley is certified nationally as a Senior Human Resource Professional and is also a Global Strengths Coach, Certified through Gallup.



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MJC will hold a virtual Town Hall introducing you to the Customer Service suite of training sessions. By attending this short orientation you will learn the value of this training for workers, cost and how to sign up.

A certificate program that covers and trains on essential topics for a successful workplace. This training builds confidence in employees, gives them tools to engage with customers with a friendly service oriented style.

SESSIONS

1. Communication in the Workplace

Study and evaluate key elements of healthy communication: verbal, non-verbal & active listening. Explore and identify effective communication, barriers, improve communication skills, listening skills, phone, video and email communication.

2. Time Management

Identify and implement strategies and tools to maximize the use of time. Discuss and identify time wasters, how to prioritize and set goals. Discuss benefits of time management behaviors, and how to reduce and eliminate time wasting. Identify skills needed to set and meet goals.

3. Customer Service

Study and evaluate key skills and attitudes to provide outstanding customer service. Explore why it is important to meet customer needs, identify and practice the most important qualities of good customer service, "be our guest" mentality, and the value of long-term customers effectively and efficiently.

4. Stress Management

Recognize stress, its causes, and the benefits of reducing stress. Discuss and practice strategies for stress management. Understand stress and the cost to the workplace and yourself. Identify external and internal stressors, evaluate your own stress condition. Discover stress management techniques. Understand and practice managing stress.



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TO REGISTER



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